

YOUR HOUSING PERFORMANCE REPORT 2018-19

**SCOTTISH SOCIAL HOUSING CHARTER
ANNUAL PERFORMANCE REPORT**



LIVE HERE

foreword

Welcome to your Annual Housing Performance Report for 2018-19.

The information in this report will tell you how North Lanarkshire Council is currently performing against the Scottish Social Housing Charter outcomes and how, as the largest council social landlord in Scotland, we are achieving and exceeding those objectives, and how we compare to other Scottish councils.

The online report gives more in depth analysis and context and also demonstrates the journey travelled by North Lanarkshire Council across a range of performance indicators since the introduction of the Scottish Social Housing Charter annual return in 2014.

This year we have worked with representatives from tenant groups and the North Lanarkshire Federation to produce this report as well as an online version of the annual report available at

www.northlanarkshire.gov.uk/performance-report

If you would like further copies of this report please contact:

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t: 01698 274139
e: BusinessDevelopment&Support@northlan.gov.uk**

introduction

Heather Brannan-McVey

Convener of Communities and Housing, North Lanarkshire Council



It gives me great pleasure to introduce you to your 2018-2019 Annual Performance Report.

This is an important way for us to communicate with you and let you know how your housing service is performing against the outcomes of the Scottish Social Housing Charter.

We recognise the importance of tenant participation and consultation as a way of monitoring both the effectiveness of our policies and the quality of services provided. Your feedback helps us shape and prioritise services. It is very encouraging to see that customer satisfaction levels have improved across many of the vital services we provide to tenants.

Our Ambition to make North Lanarkshire the place to Live, Learn, Work, Invest and Visit is the focus of everything we aim to achieve.

Some of the ways in which housing is contributing to achieving the Ambition include:

- Significantly increasing housing investment in North Lanarkshire for the benefit of current and future tenants by delivering our programme of building quality, affordable homes
- Regenerating our town centres and changing the landscape through our Tower Re-provisioning programme
- Continuous targeted investment through our capital programme to improve our existing housing stock
- Improving the profile, diversity and quality of housing stock available through the expansion of our empty homes purchase scheme
- Making our existing homes more energy efficient through increased investment

We are committed to continually learning from our performance outcomes and improving the services provided to tenants.

Finally, I wish to extend my thanks to everyone involved for their assistance in working with officers to produce this report.

North Lanarkshire Federation of Tenants and Residents

North Lanarkshire Federation have worked alongside North Lanarkshire Council to compile this report to tenants for the last five years.

Our tenants groups and individuals have scrutinised a number of these services over that time and made recommendations for changes or improvements which the council have implemented at our request.

As tenants it is imperative that we embrace the opportunity to get involved and contribute our knowledge as service users and our time as tenants and residents within North Lanarkshire to the improvement of service delivery where possible.

Having said that North Lanarkshire Council do a great job and this is reflected in comparison with other Local Authorities in Scotland.



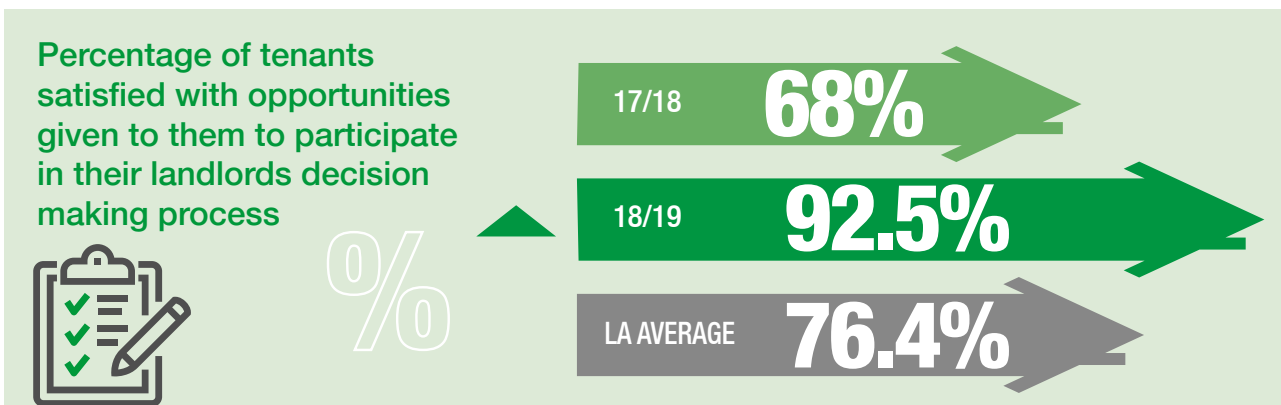
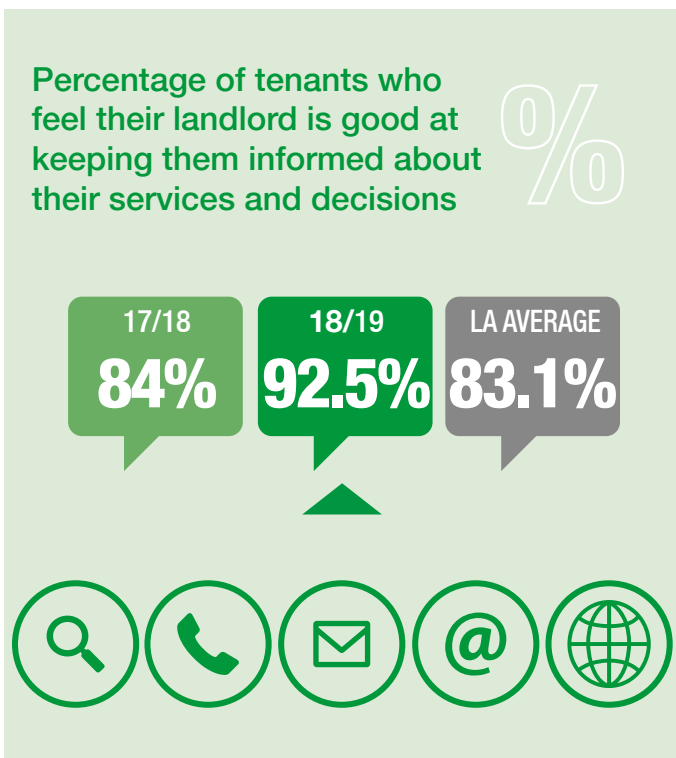
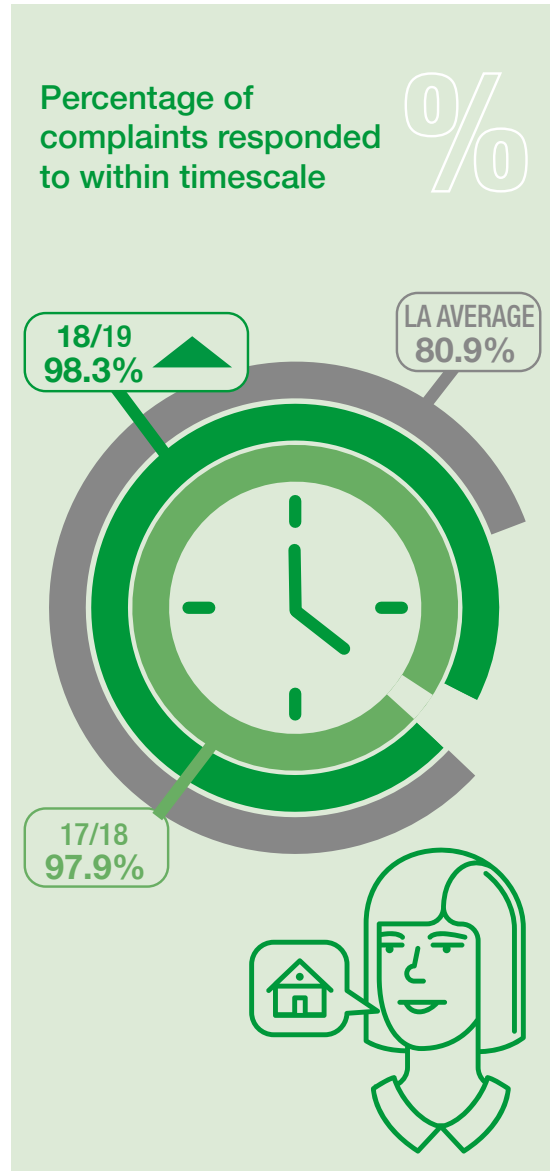
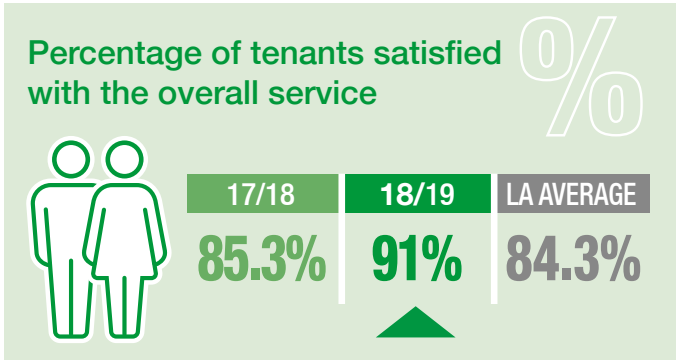
Anne McGhee

Chair, North Lanarkshire Federation

Customer Landlord Relationship

Outcome 2 Communication & Outcome 3 Participation

LA AVERAGE = Scottish Local Authority Average



Housing Quality & Maintenance

Outcome 4 Quality of Housing & Outcome 5 Repairs, Maintenance and Improvement

LA AVERAGE = Scottish Local Authority Average

Percentage of stock meeting the Scottish Housing Quality Standard



17/18

95.5%

18/19

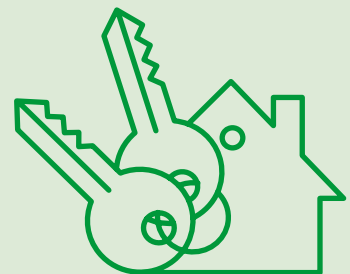
97.9%

LA AVERAGE

94.3%



Percentage of tenants satisfied with the standard of their home when moving in



Average length of time to complete emergency repairs



LA AVERAGE
4.3 hours

18/19
4.4 hours



17/18
5 hours

Percentage of tenants satisfied with the quality of their home



17/18	18/19	LA AVERAGE
79.3%	92%	83%

79.3%

92%

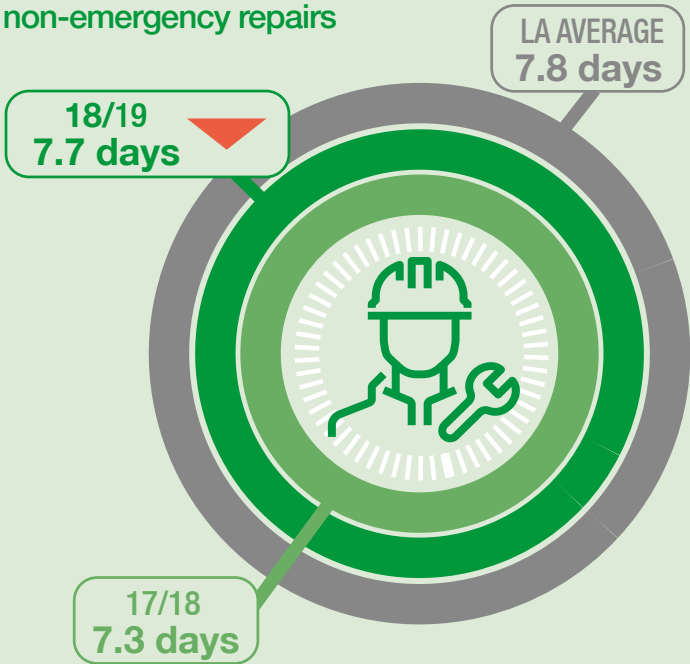
83%

Housing Quality & Maintenance

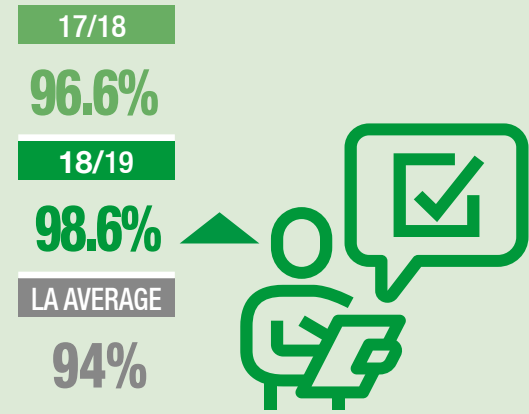
Outcome 4 Quality of Housing & Outcome 5 Repairs, Maintenance and Improvement

LA AVERAGE = Scottish Local Authority Average

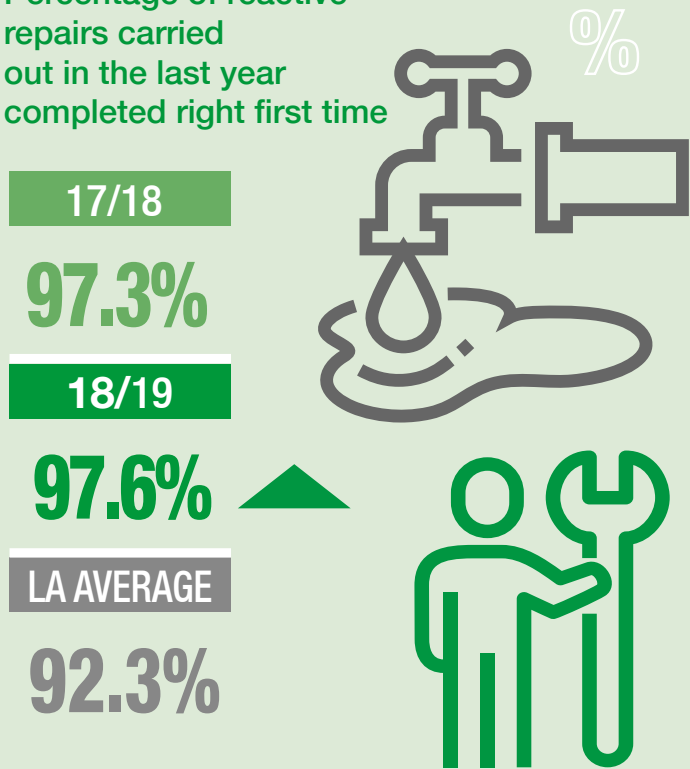
Average length of time to complete non-emergency repairs



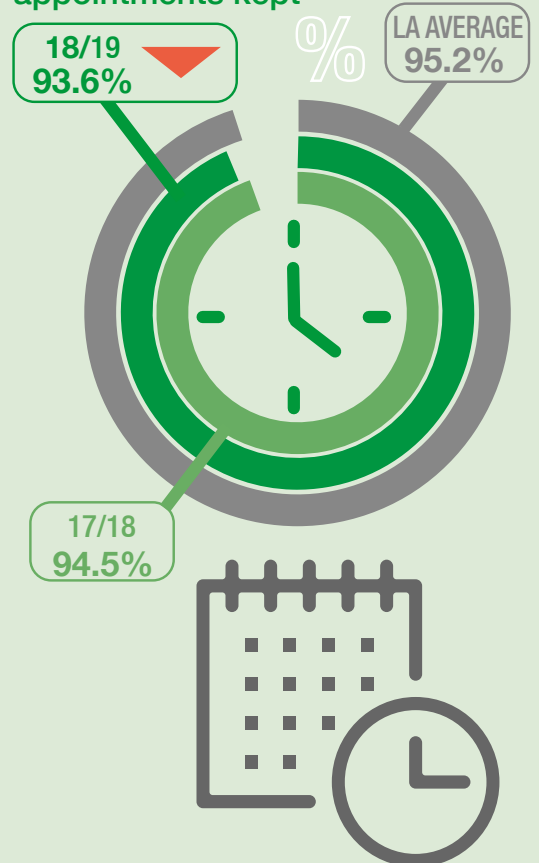
Percentage of tenants that have had repairs and maintenance carried out in the last 12 months who were satisfied with the service



Percentage of reactive repairs carried out in the last year completed right first time



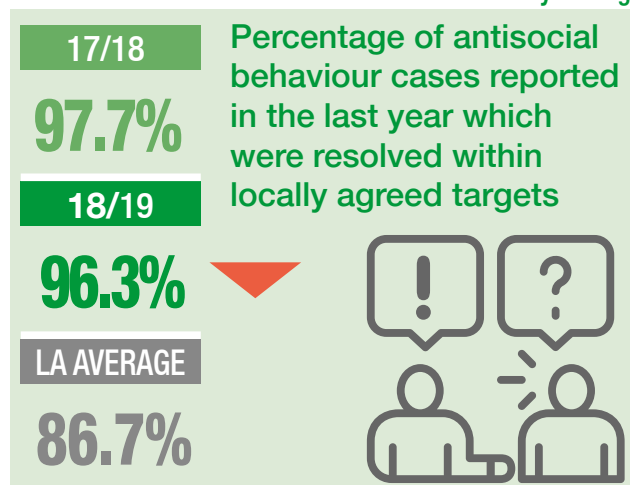
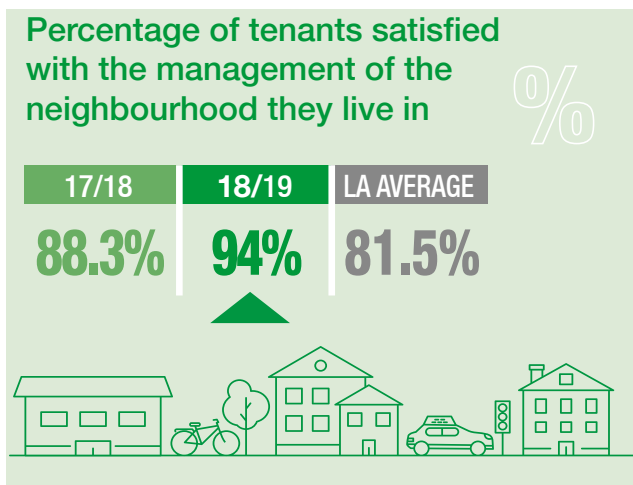
Percentage of repairs appointments kept



Neighbourhood & Community

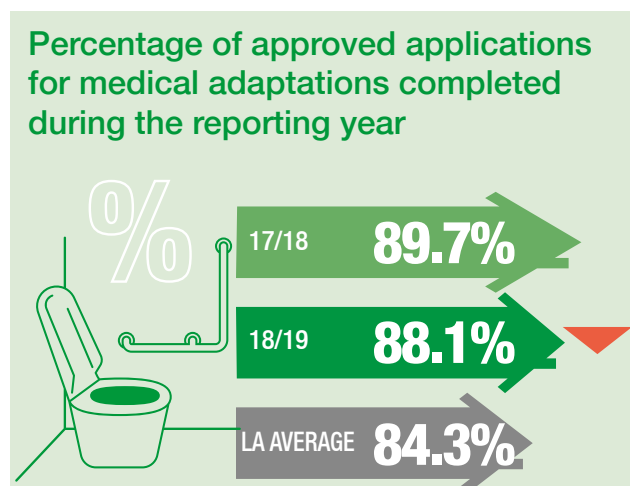
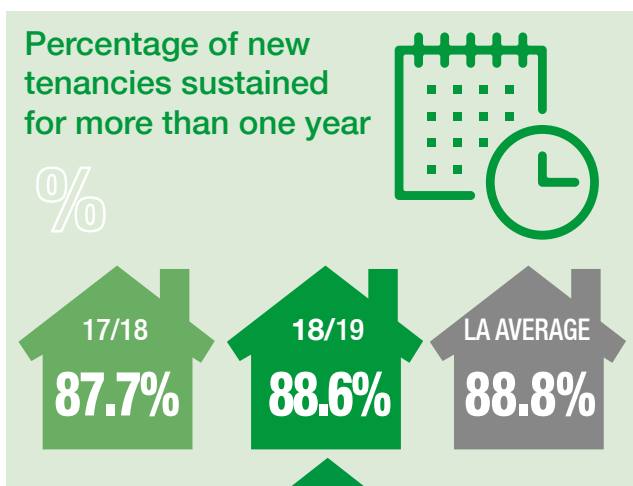
Outcome 6 Estate Management, Antisocial Behaviour, Neighbour Nuisance and Tenancy Disputes

LA AVERAGE = Scottish Local Authority Average



Access to Housing & Support

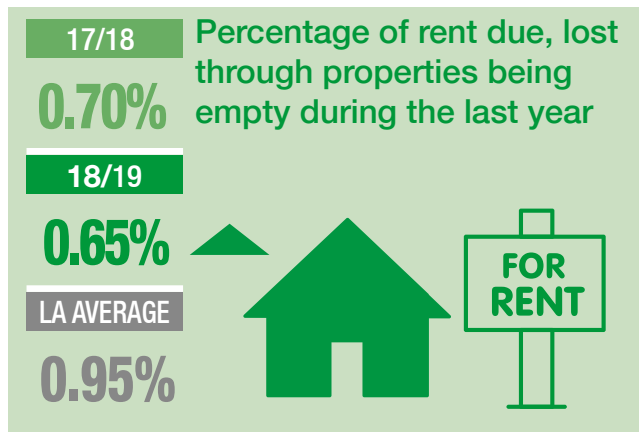
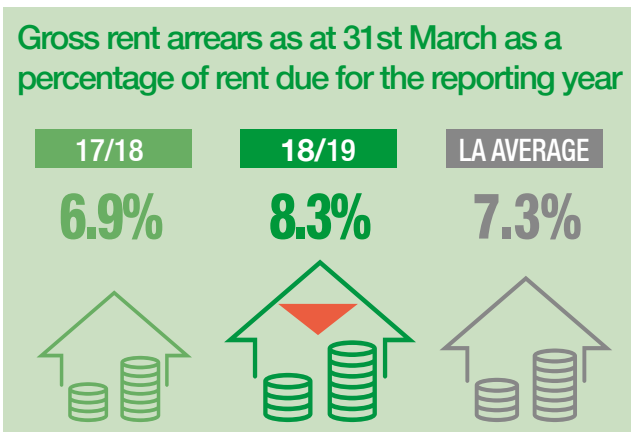
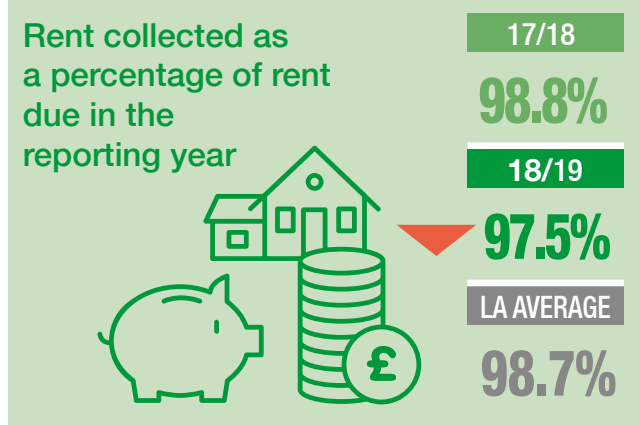
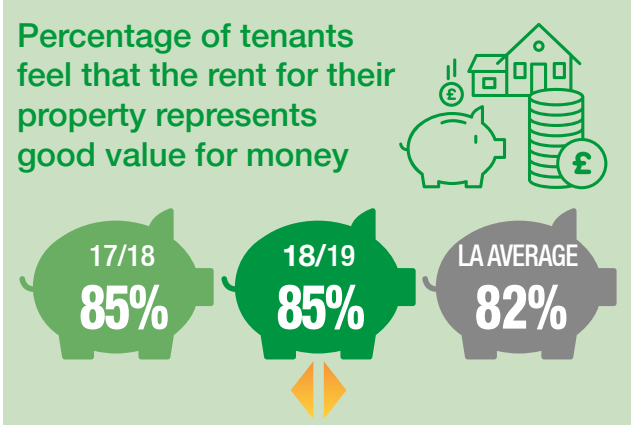
Outcome 7, 8 & 9 Housing Options & Outcome 10 Access to Social Housing



Getting Value for Rent & Service Charges

Outcome 13 Value for Money & Outcome 14 & 15 Rents and Service Charges

LA AVERAGE = Scottish Local Authority Average



Getting involved

The Tenant Participation team works with new and existing groups as well as engaging with individual tenants and residents in a variety of ways.

Our aim is to involve the community by consulting with tenants and residents and providing information, support and advice to help develop tenant participation across North Lanarkshire. The team works with groups and individuals in a variety of ways, such as; attending walkabouts and chairperson events, supporting Tenants and Residents groups, providing training to groups and individuals, distributing grants to Registered Tenants Groups, offering support with tenant scrutiny activities and ultimately being a central point of contact within the Council in relation to Tenant Participation and engagement.

Over the past year the team has placed a greater emphasis being on locality based approaches to engagement and tenant involvement and is now based in every area office, making it easier for you to get involved.



For more information contact the Tenant Participation Team:

t: 01698302565

e: tenantparticipation@northlan.gov.uk

Find us on Facebook: @NLCTenantParticipation